

## Montana Courier Alliance Service Agreement

Addendum Number \_\_\_\_\_

Critelli contact:

Kathy Haworth  
(406) 254-1761  
[Kathy@CritelliCouriers.com](mailto:Kathy@CritelliCouriers.com)

Date of agreement \_\_\_\_\_

Start date of service \_\_\_\_\_

The \_\_\_\_\_ Library ("Alliance member" or "dropsite"\_) agrees to accept service from Critelli Couriers pursuant to vendor contract #LIB15-3078R between Critelli Couriers and the State of Montana, Montana State Library.

For (number of days) \_\_\_\_\_ each week based on \$25 per stop. Actual amount billed per stop will be determined by a fee schedule assigned by the State but will not exceed \$25.

Each dropsite shall pay \$5.00 per additional crate beyond five crates.

Billable monthly on a net thirty days.

The pickup time will be between \_\_\_\_\_ and \_\_\_\_\_.

The days of service will be \_\_\_\_\_.

The delivery address  
is \_\_\_\_\_.

The billing address  
is \_\_\_\_\_.

The primary library contact person  
is \_\_\_\_\_.

Contact information (phone and email)  
\_\_\_\_\_

The secondary contact person is \_\_\_\_\_

Contact information (phone and email) \_\_\_\_\_

Will this Library require sorting at a hub or the Critelli Butte or Billings locations?

**No Yes**

### **Responsibilities of the Montana Courier Alliance Participating Libraries:**

The dropsites and participating libraries of the Alliance, as appropriate, will:

- Provide Contractor with written changes to drops in a timely manner, with a minimum of one week's notice for additions, deletions, or address changes.
- Provide Contractor with a list of scheduled closings at least one week in advance of the holiday.
- Provide Contractor with a calendar of regularly scheduled closed days.
- Notify the Contractor by the Contractor's preferred method of communication at least 24 hours ahead of the scheduled stop if a dropsite is closed on a regular working day (Monday-Friday, not a holiday), and they are scheduled for regular stop that day.
- Keep informed about the packaging/labeling/handling requirements for efficient and secure delivery of materials put into the system for delivery.
- Provide sufficient delivery crates for the transfer of materials to and from delivery sites.
- Ensure that all items shipped have an appropriate and properly affixed routing slip that clearly lists the shipping destination.
- Pack crates according to the methods established by the Contractor and the Alliance.
- Maintain a designated location in their buildings that will be easily accessible for courier service.
- Provide monthly reports to the State Library of the number of crates (not individual items) sent and received through dropsites, identified by participating library.
- Report specific courier-related problems (missed stop or wrong packages delivered, lost or damaged items) to Contractor, by phone, email, or a form available from a central website, within 24 hours of the occurrence.
- The participating library agrees to reasonably cooperate with Contractor and the State Library in determining the party responsible for loss or damage in accordance with vendor contract #LIB15-3078R, and, if applicable, the consortium Interlibrary Sharing Protocol and American Library Association Interlibrary Loan code.
- Assign one contact for the overall coordination of issues between Contractor and dropsites, and any other issues resulting from the contract.
- The dropsite or Alliance member executing this Addendum agrees to indemnify, defend, and hold the Montana State Library harmless against any claims asserted against it, by Contractor, arising out of or in any way associated or related to the dropsite or Alliance member's breach of its obligations under this Addendum or the AMENDED CONTRACT

COURIER SERVICES FOR THE MONTANA STATE LIBRARY, LIB15-3078R.

Signed:

\_\_\_\_\_  
Library Director

Date:

\_\_\_\_\_  
Critelli Couriers

Date: